

Enterprise Information Services
Duty Statement

Section	Infrastructure Services
Unit	Network Engineering
Position Number	065-623-1559-500
Classification	Systems Software Specialist III (Supervisory)
Revised Date	April 17, 2016

Supervision: The incumbent will function under the general direction of the Data Processing Manager IV, Infrastructure Services Section, Enterprise Information Services. The incumbent will be responsible for managing and overseeing the overall network architectural design and engineering of the California Department of Corrections and Rehabilitation (CDCR) Wide area (WAN) and Local Area networks (LAN). The incumbent is responsible for the acquisition, implementation, security and maintenance and support of CDCR's IT WAN/LAN infrastructure to support and advance CDCR business programs (both current and future). The SSS III (Sup) will provide direction and leadership on Information Technology (IT) solutions in an effort to meet CDCR's strategic business objectives. The incumbent is required to demonstrate expertise in the areas of staff direction, team building and motivation, financial control, and achieving service delivery targets for quality and timeliness. The SSS III (Sup) directly manages specialists and consultants by providing them with strategic and operational technical direction.

Knowledge: The SSS III (Sup) is a master level position and the incumbent sets them self apart from other information technology professionals in the field of network infrastructure. The SSS III (Sup) must possess extensive skills necessary to manage staff working on research and development of newer technologies. The incumbent must have the ability to develop formal and informal written/verbal communications for submittal/presentation to staff, customers, and all levels of management. The incumbent must have the broad ability to manage complex projects including knowledge of the Project Management Institute (PMI) knowledge areas and processes, perform completed staff work, effectively manage workload and priorities within the SSSV area, develop status and various other reports, and formal written documentation of issues/risks either immediately or potentially impacting the CDCR's IT infrastructure and services. The incumbent must have the broad ability to use a variety of analytical techniques to solve problems; must be able to perform thorough analysis of issues, situations, and conditions, draw valid conclusions, reach timely, constructive, and independent decisions (as appropriate); develop effective solutions and make sound recommendations to senior and executive level management. The incumbent must have knowledge, experience, and skills in the application of California State procurement processes and policies, development of feasibility studies, Project Summary Packages (PSP), service and operating level agreements, Budget Change Proposals (BCP), and workload studies and related justifications. In addition to the specific knowledge, skills, and abilities as identified for this position, the incumbent must possess a thorough knowledge of the following: principles, practices, and trends of public administration, organization, and supervision, including budgeting, sound management of fiscal resources; use of management information systems, strategic and tactical business planning, and program development, supervision, and evaluation; principles and techniques of quality supervision, performance improvement, team building, and customer service; principles and practices of employee development, training, and personnel management; the supervisor's role in labor relations; equal employment opportunity policies; formal and informal aspects of the legislative process; the goals and policies of the administration and CDCR. The SSS III (Sup) must demonstrate the ability to work in a team environment.

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Guidelines: The SSS III (Sup) will be responsible for establishing procedures, system policies, operations and reference materials for the services provided. The incumbent must use his/her judgment to determine the scope and depth of guidelines for services under their responsibility. The SSS III (Sup) is responsible for directly supervising and managing a team of information systems analysts and system software specialists at all journey levels.

Complexity: The breadth of the position includes developing and ensuring availability of data center services for an enterprise network environment for departmental business applications and systems management. The impact of these services affects all business areas utilizing the CDCR computing resources for their business processes. The SSS III (Sup) will be responsible for all functional aspects of the WAN and LAN including providing institutions with adequate bandwidth and redundancy capabilities. When considering service enhancements or additions, the incumbent will ensure that the impact to the organization has been clearly identified and the appropriate methodology and procedures are developed and distributed to operational staff. The SSS III (Sup) will work closely with the other managers and supervisors.

Scope and Effect: The services and decisions the incumbent is responsible to provide affect a large number of CDCR business areas, mission critical and non-mission critical. The scope of the work involves planning, developing and implementing technological solutions that are essential to the mission of the overall organization and/or affect a large number of CDCR business areas on a long-term basis. The incumbent will be responsible for managing a unit authorized to make significant technical decisions and changes for the organization. The SSS III (Sup) must work closely with the other network managers to provide clear and sound technical solutions to the organization.

Personal Contact: The SSS III (Sup) must be able to establish and maintain cooperative relationships with other managers, IT personnel, vendors, contractors and all customer levels to provide clear direction of new service offerings, goals and network objectives.

Purpose of Contacts: The incumbent is familiar with customer business program areas, practices, and Information Technology (IT) service requirements. The incumbent possesses the ability to provide quantitative information, and consider and value differing viewpoints, goals, or objectives. The SSS III (Sup) must have the ability to motivate, delegate and lead other staff toward departmental strategic goals.

The duties of the incumbent include, but are not limited to the following:

50%	Direct workload through subordinate high-level technical staff
	<ul style="list-style-type: none">▪ Defines responsibilities, assigns authority and creates staff accountability;▪ Identifies and delegates work to be performed to optimize resources and skill sets; and▪ Creates and maintains a working environment that encourages mutual cooperation between users and EIS staff;▪ Performs resource management and ensures that resource utilization is tracked, monitored, and managed;▪ Assist upper management in the development, implementation and enforcement of CDCR IT policies and standards;▪ Initiate and/or recommend changes to promote innovative IT solutions to meet CDCR business needs; and

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- Coordinate with internal and external entities to provide network services and resolve issues as needed.

25%	Project Management
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- Participate in project meetings and provide technical advice and direction to the project team. Client/Customer/Sponsor interface: maintain open communications, cultivate customers confidence and cooperation;
- Assists team to identify potential project risks and mitigation;
- Performs project planning, initiation, and execution;
- Performs resource management and ensures that resource utilization is tracked, monitored, and managed;
- Resource Manager: Balances the needs of the project, customer, EIS, and CDCR;
- Manages conflicts;
- Clearly identify tasks and responsibilities; delegates, motivates, and evaluates;
- Manages responsibility and task interfaces;
- Team Deliverable Acceptor: Sets performance standards, seeks ways and means for productivity improvement, verifies milestone achievements, validates quality of deliverables against standards; and
- Delivery Executive: verifies/confirms continued validity of project constraints (scope, quality, schedule, cost).

15%	Mentor and act as consultant for Department initiatives affecting network infrastructure
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- Organize, plan, and carry out projects to support the operations and maintenance of network server hardware and software. Participate and oversee data communications standards through effective use of Technical Architect resources;
- Understand business needs for data communications capacity and coordinate the development of solutions to meet business needs;
- Sets goals and objectives;
- Support Enterprise and individual division initiatives that rely on CDCR's enterprise Infrastructure to be successful; and
- Provide consultation and conceptual solutions

5%	Research and Support of Unit's Core Technologies
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- Research and maintain knowledge of current and emerging technologies, trends and best practices.

5%	Evaluate staff performance and outcomes and plan training
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- Ensure standard operating procedures are developed, maintained, and followed by subordinate staff. Measure and evaluate staff performance according to established criteria;
- Measure and evaluate projects and assignments according to established criteria;
- Assess who/what is successful and who/what needs improvement;
- Initiates corrective action for problem areas;

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- Develop and update employees' Individual Development/Training Plans on an annual basis to ensure staff members are equipped with skills required to perform their duties; and
- Provide training to subordinate staff, customers and business partners when required.

Additional Information: This position requires occasionally working outside, above and beyond regular hours, traveling, and the ability to lift equipment up to 25 pounds.

Employee Signature: _____ DATE _____

Supervisor Signature: _____ DATE _____